

UNITED STATES GOVERNMENT MEMORANDUM

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To: Magalie R. Salas
Secretary, Federal Communications Commission

RECEIVED

From: Renee Alexander
CCB/NSD

MAR 27 1998

Re: Placement of Items in CC Docket 92-237

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Date: March 27, 1998

On March 20, 1998, Commission staff member Renee Alexander contacted Jim Marshall, an employee of US WEST Communications who also served as Network Interconnection and Interoperability Forum (NIIF) Issue Originator for NIIF Issue #0078 titled "3 Digit CIC (5 Digit CAC) Announcement." Ms. Alexander asked Mr. Marshall to describe the consensus process used to develop the standard intercept message that LECs will deploy within their networks explaining the dialing pattern change necessitated by the transition from 3-digit to 4-digit CICs.¹

Ms. Alexander summarizes the information received from Mr. Marshall as follows:

Mr. Marshall coordinated a series of meetings and telephone conferences sponsored by the Network Interconnection/Interoperability Forum (NIIF) to gather industry input and bring about consensus concerning the wording of the standardized announcement. Participation in the NIIF is open to all interested parties. The NIIF held meetings to discuss the "3 Digit CIC 5-Digit CAC Announcement" on August 20, 1997,² October 22, 1997,³ December 10, 1997,⁴

¹ In its October 22, 1997, Order on Reconsideration, the Commission directed all local exchange carriers (LECs) to offer a standard intercept message to inform callers that a dialing pattern change has occurred, as a result of the expansion from three to four-digit CICs, and to instruct the caller to contact its interexchange carrier for further information. Administration of the North American Numbering Plan, Carrier Identification Codes (CICs), Order on Reconsideration, Order on Application for Review and Second Further Notice of Proposed Rulemaking, CC Docket No. 92-237, FCC 97-386 (rel. Oct. 22, 1997). The intercept message must be offered on or before June 30, 1998.

² Meeting held in Spokane, Washington.

³ Meeting held in Tulsa, Oklahoma.

⁴ Meeting held in Dallas, Texas.

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February 11, 1998,⁵ and conference calls on October 31, 1997, and November 21, 1997. Industry representatives from 6 IXC's,⁶ 15 LECs,⁷ 2 associations,⁸ and 6 switch manufacturers⁹ reached consensus regarding the language of the intercept message. All participants were invited to propose, review, and edit language for the announcement. US WEST, MCI, and GTE proposed language that was reviewed during NIIF sessions but not adopted by the participants. On February 11, 1998, the NIIF reached consensus that the following intercept message was to be deployed within the networks concerning the dialing pattern change:

"Your call cannot be completed as dialed. It you dialed a 5 digit-code, it has changed. Please redial adding a one and a zero before the 5 digit code, or for assistance contact the carrier you are trying to use."

Although MCI and VarTec actively participated in the consensus process, they each opposed the final intercept message agreed upon by the other industry participants.

Mr. Marshall faxed the information found in Attachment A to Ms. Alexander on March 20, 1998.

Respectfully Submitted,



Renee Alexander
Network Services Division
Common Carrier Bureau

⁵ Meeting held in Puerto Rico.

⁶ MCI, AT&T, Sprint, WorldCom, VarTec, and Stentor.

⁷ US West, Bell Atlantic, Ameritech, Bell South, SBC, PacBell, GTE, Bell Canada, Puerto Rico Telephone Company, Bellcore, Cincinnati Bell, Southern New England Telephone, Sprint Local, and TeleHub.

⁸ CTIA and USTA.

⁹ AGCS, Nortel, Lucent, Siemens, Alcatel, and DSC.

ATTACHMENT A



“Just the fax, ma’am”



F A X T R A N S M I T T A L

DATE: 3/20/98

TOTAL PAGES INCLUDING COVER SHEET: 14

TO: Renee Alexander FCC

FAX #: 202-418-2345

FROM: Jim Marshall US WEST

PHONE #: 303-707-7024

FAX #: 303-707-9578

CONCLUSION:

Renee,

I have faxed the original issue statement which contains the issue resolution and underlying chronology. Following that is the meeting minutes from the last 2 NIIF meeting regarding this issue. If you have any other questions please call, Jim.

NIIF ISSUE IDENTIFICATION FORM
ISSUE TITLE:
3 Digit CIC (5 Digit CAC) Announcement

ISSUE ORIGINATOR: Jim Marshall
COMPANY: US WEST Communications
TELEPHONE #: 303-707-7024
FAX#: 303-707-9578
E-MAIL ADDRESS: jlmars@uswest.com

ISSUE #: 0078
FORMER ISSUE#:
DATE ACCEPTED: 08/19/97
COMMITTEE ASSIGNED: NMC
CURRENT STATUS: Final
Closure

REQUESTED RESOLUTION DATE:
Is this an ESP Request (Y/N) N

RESOLUTION DATE: 2/11/98
ISSUE CHAMPIONS:
(optional)

ISSUE STATEMENT:

The FCC has ruled that effective 1-1-98 the transition period from 3 digit to 4 digit Carrier Identification Codes (CIC's) will expire. Therefore based on the impending termination of the 3 digit CIC (5 digit CAC, 10XXX) , standardized announcement wording needs to be adopted on an industry wide basis, for those customers who continue to dial 10XXX.

SUGGESTED RESOLUTION:

It would be in the best interest of the industry to intercept these calls with definitive wording to assist the customer and provide proper call disposition. The customer should be instructed to call their long distance carrier for new access code instructions. Some carriers may opt to use the prescribed 7 digit Carrier Access Code (CAC) or some may prefer to use a toll free number for dial around (casual dialing). It is also recommended to use existing wording and channels to conserve switch announcement resources. The following standardized wording is suggested for this announcement:

" We're sorry, your call cannot be completed with the access code you dialed. Please check the code and dial again, or call your long distance carrier for assistance."

OTHER IMPACTS (if any):

CURRENT ACTIVITY:

08/19/97: Status - Active

Agreements Reached:

- Participants agreed to accept the proposed issue titled "3 Digit CIC (5 Digit CAC) Announcement" as Issue #0078.

08/20/97: Status - Active *meeting* *(Spokane)*

Action Items:

- All local service providers (incumbents, as well as CLECs) please bring a hard copy of verbiage used in your respective networks for situations where customers dial incorrect access codes for review by NMC participants at NMC #6.
- All participants are to review the recommendation by US West as a potential resolution to the issue.

Agreement Reached:

- Participants agreed to keep Issue #0078: 3 Digit CIC (5 Digit CAC) Announcement, in active status.

10/22/97: Status - Active *meeting* *(Tulsa)*

Agreements Reached:

- The question was called by NMC Co-Chairs as to the announcement created by the committee and agreement was reached to adopt the wording to the announcement. It was further agreed that the announcement would be applied where technically feasible.
- Participants agreed to hold a conference call to progress on Issue #0078 as follows:

October 31, 1997
1:00 PM - 3:00 PM EST
312-814-8080 Meet-me-bridge
Host: Ameritech

Note: This will be in conjunction with the Issue #0014 conference call.

12/10/97: Status - Initial Closure*Dallas***Action Items:**

- NIIF Secretary will place Issue #0078 on the agenda for NIIF #8 General Session as an issue for closure.
- Companies are to provide any concerns with Issue #0078 to the NIIF Secretary for distribution to the NIIF #8 General Session in order to avoid any potential delays with the resolution.

Agreements Reached:

- Participants agreed on the following resolution for Issue #0078:

The NIIF has agreed to the following standard announcement to be deployed within the networks to inform the customers that a dialing pattern change has occurred and instructing the caller to contact its carrier for further information:

"Your call cannot be completed as dialed. If you dialed a 5 digit code, it has changed. Please redial adding a one and a zero before the 5 digit code, or for assistance contact the carrier you are trying to use."

The NIIF has agreed to standard announcement text to be added to the NIIF Reference Document: Section 2 Switched Access; FG-D CIC Testing.

Subsequent to the end of the 3 digit to 4 digit CIC Expansion Transition period the following announcement should be used when an invalid carrier access code is dialed:

"Your call cannot be completed as dialed. If you dialed a 5 digit code, it has changed. Please redial adding a one and a zero before the 5 digit code, or for assistance contact the carrier you are trying to use."

- Participants agreed to move Issue #0078 to Initial Closure.

2/11/98: Status - Final Closure*Puerto Rico***Agreement Reached:**

- Participants agreed to move Issue #0078: 3 Digit CIC (5 Digit CAC) Announcement to Final Closure.

RESOLUTION:

The NIIF has agreed to the following standard announcement to be deployed within the networks to inform the customers that a dialing pattern change has occurred and instructing the caller to contact its carrier for further information:

"Your call cannot be completed as dialed. If you dialed a 5 digit code, it has changed. Please redial adding a one and a zero before the 5 digit code, or for assistance contact the carrier you are trying to use."

The NIIF has agreed to standard announcement text to be added to the NIIF Reference Document: Section 2 Switched Access; FG-D CIC Testing.

Subsequent to the end of the 3 digit to 4 digit CIC Expansion Transition period the following announcement should be used when an invalid carrier access code is dialed:

"Your call cannot be completed as dialed. If you dialed a 5 digit code, it has changed. Please redial adding a one and a zero before the 5 digit code, or for assistance contact the carrier you are trying to use."

**DOCUMENTATION REQUIREMENT:
(optional)**

**(Excerpt from NIIF8 meeting record held 2-9 through 12, 1998)
ISSUE #0078: 3 DIGIT CIC (5 DIGIT CAC) ANNOUNCEMENT**

Participants reviewed the issue and its resolution (Attachment 21).

Points Noted:

1. It was noted that MCI and GTE have contributions to this issue.
2. Bob Schafer (MCI) reviewed with participants the MCI contribution relative to the intercept announcement (Attachment 22), and reiterated the three reasons listed in the attachment that MCI believes that the NIIF announcement is not the appropriate one for the industry to use. It was noted that VarTec supports MCI's contribution.
3. Richard Round (GTENS) reviewed a contribution offering new language to be used for the 3 Digit CIC (5 Digit CAC) Announcement (Attachment 23).
4. It was noted that GTE believes the current proposed announcement will require replacement after some designated period of time.
5. It was noted that BellSouth believes that this is a time sensitive issue and seeks to move this issue to Final Closure so that implementation can be made by June, 1998. (It was noted that BellSouth supports the proposed resolution and if the proposed resolution is not accepted they support the MCI contribution.) Further, it was noted that Sprint also seeks to move this issue to Final Closure at this time.
6. It was noted that the FCC ordered a ruling for the industry to implement the 3 Digit CIC (5 Digit CAC) Announcement for June 30, 1998 and there is a permissive period ending December, 1998.
7. It was noted that FCC 97-386 (Item #20) states: "First, we determine the LEC end offices switches must be upgraded to accept four-digit CICs by January 1, 1998," Second, we determine that the transition during which use of both three-digit CICs and five-digit CACs may continue will end on June 30, 1998, rather than on January 1, 1998. The result will be a two-step transition, in which LECs will complete switch changes to recognize

four-digit CICs in the first phase, and IXC's will prepare their networks and educate their customers during the second phase.

8. It was noted that there were waivers granted to small companies by the FCC with regards to the above FCC 97-386 (Item #20).
9. The NMC Co-chairs called the question to move this issue to Final Closure, and it was noted that MCI and VarTec opposed.

Agreement Reached:

6. Participants agreed to move Issue #0078: 3 Digit CIC (5 Digit CAC) Announcement to Final Closure.

(Excerpt from NIIF7 meeting record, December 8-12, 1997 in Dallas)

**REVIEW OF ISSUE #0078: 3 DIGIT CIC (5 DIGIT CAC)
ANNOUNCEMENT**

Participants reviewed the issue and its status (Attachment 5)

Points Noted:

1. It was noted there have been two conference calls on this issue since NMC #6 (October 31 and November 21) working the issue. Further, there have been several contributions received.
2. It was noted the permissive dialing period ends on June 30, 1998 as stated in the FCC Order 97-386. Further, It was noted the FCC Order suggests that a proper announcement be made and consumer education be provided.
3. It was noted there was an action item from the November 21 conference call for participants to check within their own companies as to whether there should be one or two CAC announcements.
4. Mark Baker (Lucent) reviewed a contribution with participants providing information as to Lucent's switching products CAC announcements (Attachment 6).
5. Participants reviewed a previous US West contribution with participants (Attachment 7).
6. It was noted the US West contribution addresses what is in the FCC Order and intercepts other scenarios. Further, USTA supports US West's contribution.
7. Participants reviewed a previous MCI contribution with participants (Attachment 8).
8. It was suggested creating a standardized announcement for the 3 digit CIC 5 digit CAC announcement. In response, it was noted past

discussion on this issue has shown that a majority of the companies are opposed to two separate announcements and prefer one announcement.

9. It was noted MCI is concerned with the first sentence in the proposed announcement "Your call has not been completed as dialed", as some customers may hang up and not listen to the instruction provided in the announcement.
10. Participants suggested creating a minimum time frame for implementation of the announcement. In response, It was noted it is the purview of the NIIF that the timeframe association with implementation of the network should be left up to the provider.
11. It was noted GTE has already determined their own announcement for the 3 digit CIC 5 digit CAC announcement for use on all of their machines.

Agreement Reached:

1. Participants agreed on the following resolution for Issue #0078:

The NIIF has agreed to the following standard announcement to be deployed within the networks to inform the customers that a dialing pattern change has occurred and instructing the caller to contact its carrier for further information:

"Your call cannot be completed as dialed. If you dialed a 5 digit code, it has changed. Please redial adding a one and a zero before the 5 digit code, or for assistance contact the carrier you are trying to use."

The NIIF has agreed that the standard announcement text be added to the NIIF Reference Document: Section 2 Switched Access; FG-D CIC Testing.

Subsequent to the end of the 3 digit to 4 digit CIC Expansion Transition period the following announcement should be used when an invalid carrier access code is dialed:

"Your call cannot be completed as dialed. If you dialed a 5 digit code, it has changed. Please redial adding a one and a zero before the 5 digit code, or for assistance contact the carrier you are trying to use."

Points Noted:

12. It was noted by Vartec that they are opposed to the use of the word "carrier" in place of "IXC" in the first paragraph of the resolution.
13. It was noted the FCC is allowing 10 XXX dialing up to and including 6/30/98 and does not preclude using the announcement prior to that date.
14. It was noted by MCI that they recognize that announcements take time to be implemented (for permissive dialing) and they expect LECs to complete 10XXX calls prior to 6/30/98.
15. It was suggested that a request be made to the FCC to provide more guidance on how companies should proceed. In response, it was suggested that companies are to interpret the FCC Order as they see fit.
16. It was noted MCI proposes that companies prior to NIIF #8 provide any concerns with this issue to be distributed to the NMC to avoid any potential delays with the resolution.
17. Pacific Bell suggested that affected companies are to proactively start a campaign to provide consumer awareness of this announcement.

Agreement Reached:

2. Participants agreed to move Issue #0078 to Initial Closure.

Action Item:

1. NIIF Secretary will place Issue #0078 on the agenda for NIIF #8 General Session as an issue for closure.

2. Companies are to provide any concerns with Issue #0078 to the NIIF Secretary for distribution to the NIIF #8 General Session in order to avoid any potential delays with the resolution.